Tisch Library Integrated Service Desk

Single Service Point Working Group:
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Goal: A welcoming, responsive, effective full-service location for our community to engage with the library

- We are working to shift teaching librarians’ time fully towards the high-impact student support they provide, and for which there is high demand
- We are improving the capacity of all front desk staff, including student staff, to provide a wide range of services during all library open hours
- *Still working on what to call it; any ideas?*

The working group meets every week to discuss, assess, plan, and keep project management on track.

- FAQs: Based on in-person experience and chat reference transcripts, we are developing a **knowledgebase** of frequently asked questions for staff use
  - This includes a wide cross-section of topics that we have traditionally divided into “Access” and “R&I,” since staff in both departments encounter all types of questions
  - Public-facing FAQs will be replaced by a “Library DIY” project being implemented by the Tisch Web Team; similar to this one: [https://library.pdx.edu/div/node/2](https://library.pdx.edu/div/node/2)
- We have held three “**Single Service Point Summit**” meetings involving Access Services and Research & Instruction. The next two are scheduled for early April.
  - The purpose of these is to build knowledge-sharing and stronger working relationships, and to set expectations about service, statistics and tracking data, and both internal and external communication
  - Scheduled at varying times to include evening and weekend staff
• We have a **shadowing and observation** schedule for the next month or so. Front desk staff will observe librarians teaching and partner with them during a chat reference session; librarians will spend some time at the front desk. The purpose of this is to have staff understand the work done by their colleagues, to help us better design a more seamless, responsive experience of the library for students.

• We are also redesigning our **student staff structure and training**. We now have four Peer Leaders, and recurring training sessions through the semester that involve all front desk student staff, whether newly hired or ‘veterans,’ and also engage different library staff at each session. Again, the goal is to build capacity for increased responsiveness and a more seamless experience for users. It should also make the student job more of a valuable work experience, and more fun.

• A core value of Tisch Library is **hospitality**. (It frames our strategic plan: [https://tischlibrary.tufts.edu/sites/default/files/TischLibraryStrategicPlanFY2015-17_Final%2BIntro.pdf](https://tischlibrary.tufts.edu/sites/default/files/TischLibraryStrategicPlanFY2015-17_Final%2BIntro.pdf)) This is the overarching theme for the integrated service desk project, taking us beyond the concept of customer service – which can seem transactional – and incorporating a foundation built on empathy for our users.